

# TCM Rotation as a Way to Teach Residents Systems Based Practice CLERly

Dawn Barker, Residency Coordinator  
Karen Weaver, MD  
Nicolus Yee, MD

Oakwood Annapolis Family Medicine Residency  
Beaumont Hospital Wayne  
Wayne, MI



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## At the Completion of this Workshop, the learners will be able to:

- Foster residents reporting of medical errors and understanding of how to prevent medical errors and enhance patient safety
- Engage residents in effective and safe transitions of care, improving outcomes
- Enlist the appropriate care team to provide accountable, team-based coordinated care centered on the individual patient
- Create a new curriculum model that teaches Systems Based Practice and CLER requirements

# Conflicts of Interest



# The Problem--2014



## The New Requirements

- NAS→Milestones
  - SBP
    - Emphasizes patient safety (SBP-2)
    - Coordinates team-based care (SBP-4)
- CLER
  - Patient Safety pathways
  - Care Transition pathways

## The Problem

- Busy inpatient service
- Complicated patients
- Duty hours
- Supervision requirements

## Oakwood Annapolis Family Medicine

- 30 residents
- 11 faculty round on Inpatient
- FMC 27,000 patient visits a year
- Admit for FMC, and Beaumont Medical group area physicians (25 additional physicians) and one unassigned patient a day

## Family Medicine Inpatient Service

- Resident Team
  - 1-2 PGY-3; 1 PGY-2; 1 PGY-2 night shift; 1-2 PGY-1
- Census
  - 2-5 daily admissions
  - 8-12 patients on average
  - ALOS 3.2 days
- 1 Attending rounding on Medicine and Newborns

## The Solution

- Transitional Care Management Rotation
  - Sub-attendingship
  - Coordinate and supervise the non-medical care of each patient on the service
  - Ensure safe transitions of care
  - Stewardship of safety

## TCM Rotation Goals—Safety

- Increase awareness, knowledge and reporting of safety events
- Increase participation in interdisciplinary teams for systems-based improvement efforts including feedback on safety events the residents have reported

## How?

- Conduct daily safety rounds with team
- Report all safety events in our safety (RLsolutions) reporting system
- Attend a RCA during the month
- Attend the weekly hospital Safety meeting which reviews and investigates all reported safety events
- Conduct mini-RCA on any patient readmitted to the Inpatient Medical Service with the assistance of the attending

## TCM Rotation Goals—Transition of Care

- Promote safer transitions of care home
- Decrease readmissions
- Increase patient satisfaction

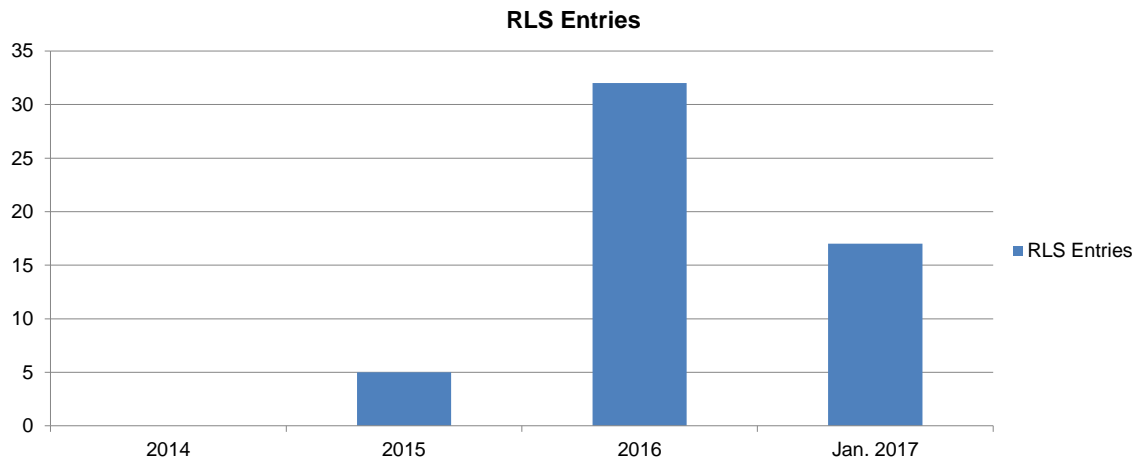
## How?

- Coordinate and supervise all of the non-medical care of the patient on the FMS
- Communicate with the patient and families all medical aspects of care to promote collaboration and understanding, modeling to junior residents on team
- Communicate with PCP to aid in transitioning patient safely back to PCP
- Hold and/or attend family meetings
- Supervise the medication reconciliation and discharge plans of the junior residents
- Ensure scheduling of the TCM visit prior to the patient's discharge from hospital

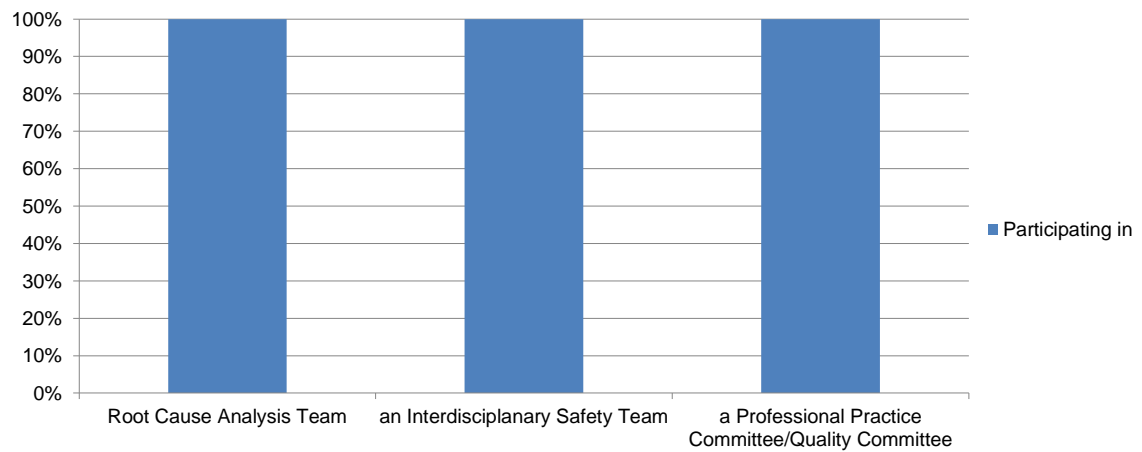
## Did it Work?



# Entries to RL Solutions by Residents

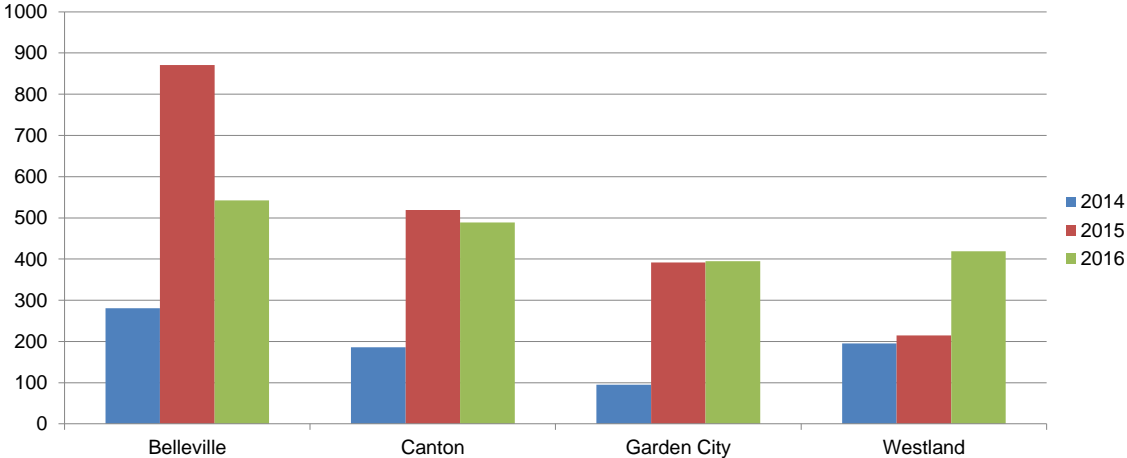


# PGY-3 Residents

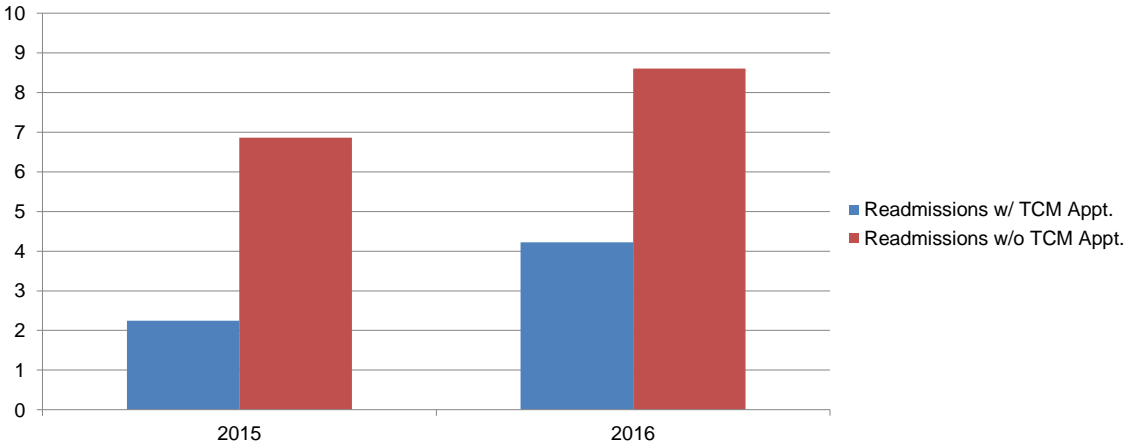




# Kept TCM Appointments



# Percent of Readmissions to FMS



## How Are Physicians Responding?

- Anonymous, confidential survey
- 5 yes/no questions
- Questions sent to
  - Current Residents
  - Faculty/Community Attendings



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## Resident Question #1

- Do your patients receive adequate hospital care and are their needs met when they go home?

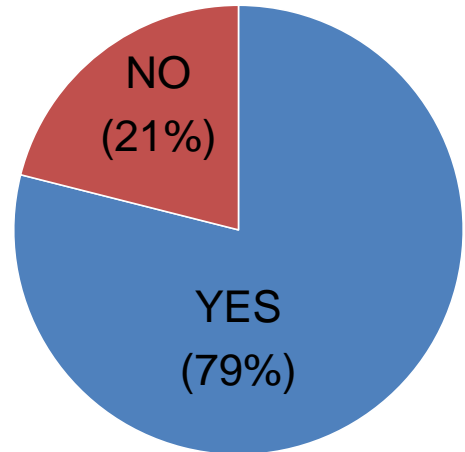


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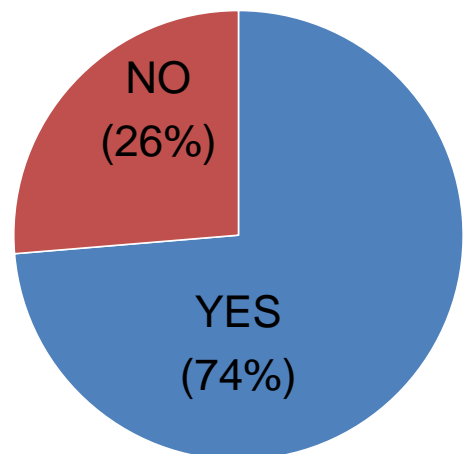
## Resident Question #2

- Has the TCM resident benefitted the inpatient medicine team?



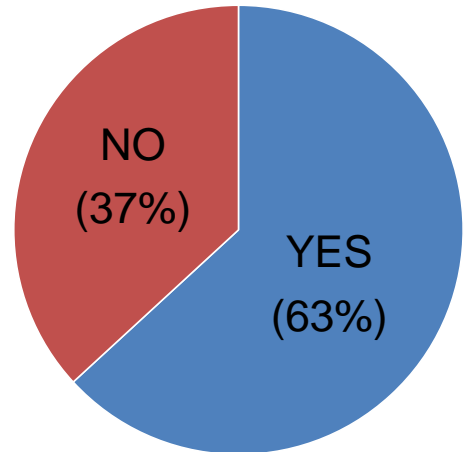
## Resident Question #3

- Do you feel comfortable reporting medical or system errors?



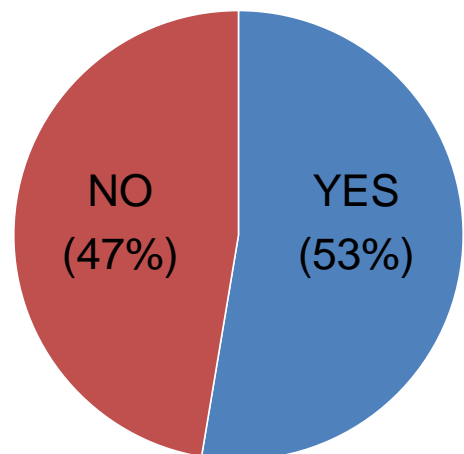
## Resident Question #4

- Do you feel prepared to implement or initiate system changes in the future?



## Resident Question #5

- Does reporting medical or system errors help to relieve your frustration or anxiety?



## Comments from residents



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## Comments from residents

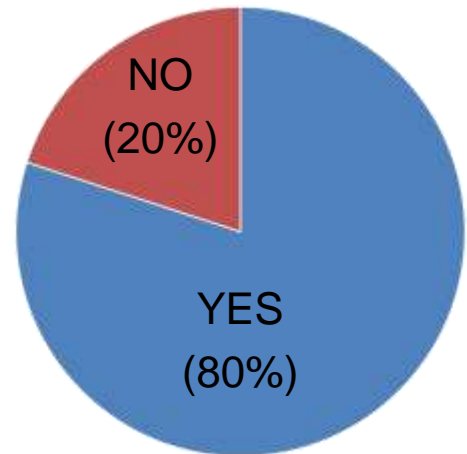
- TCM helpful to address non-medicine aspects
- Some TCM residents not engaged well
- Not enough feedback after errors are reported

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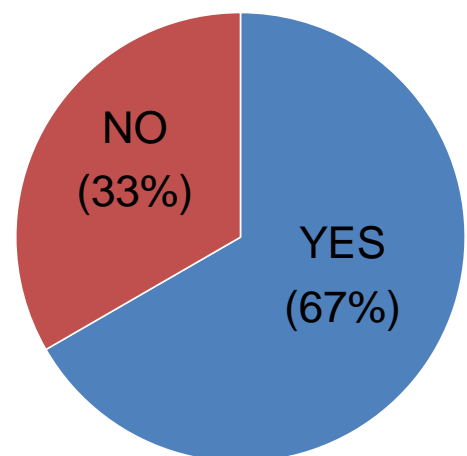
## Attending Question #1

- Do your patients receive adequate hospital care and are their needs met when they go home?



## Attending Question #2

- Are you satisfied with the medication reconciliation for the patients who present for follow-up after hospitalization?



# It's Party Time!

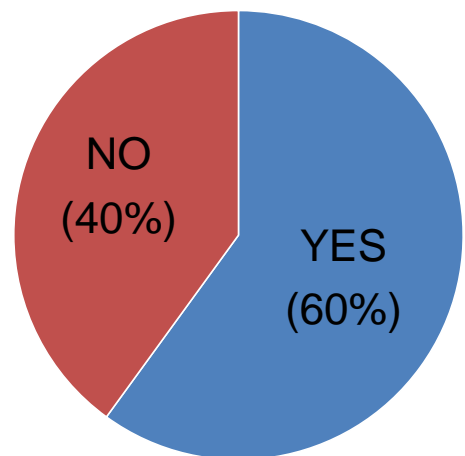
## Attending Question #3

- Are your patients satisfied with the care they receive at the hospital?



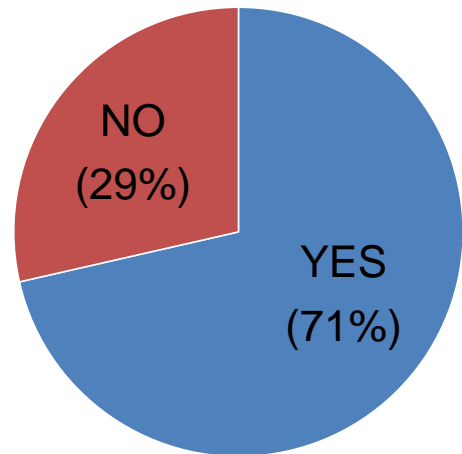
## Attending Question #4

- Were you adequately kept up-to-date on major issues concerning your patients?



## Attending Question #5

- Has the TCM process increased your revenue?



## Comments from Attendings

- Patients are confused, need simplified information
- Medication reconciliation problems
  - Needs more detail
  - Difficult to read
  - Sometimes incorrect
  - Duplicates
- Poor contact with team



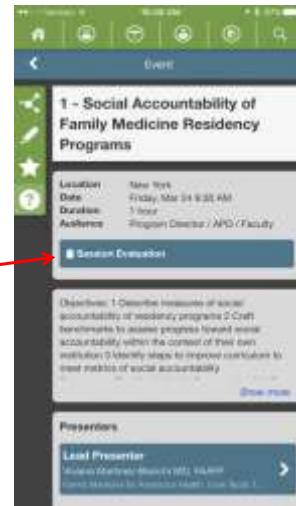
# Future Directions

# Questions/Comments/Ideas

Please...

Complete the  
session evaluation.

Thank you.



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